### CHOOSING LONG-TERM CARE





### WHAT IS LONG-TERM CARE?

Long-term care involves a wide variety of services for people with long term physical illnesses, disabilities, cognitive disorders (such as Alzheimer's Disease). Long-term care also includes many different services that help people chronic conditions overcome limitations that keep them from being independent. Long-term care helps you maintain a level of functioning, as opposed to improving or correcting a medical condition. Long-term care services include, but are not limited to, help with activities of daily living, home health care, respite care, adult day care, nursing home care, and assisted living care. If an individual has a physical illness or disability, they will often need hands-on help with their activities of daily living. These activities of daily living are usually referred to as; bathing, continence, dressing, eating, toileting and transferring. If someone has a cognitive impairment, they will usually need supervision, protection, or verbal reminders to do their everyday activities. The way long-term care services are provided will continue to change. However, skilled care and personal care



are still the terms most often used to describe long-term care and the type or level of care you may need.

- Skilled Care: Daily nursing and rehabilitative care that can only be performed by, or under supervision of skilled medical personnel. This care is usually needed 24 hours a day, must by ordered by a physician, and must follow a plan of care.
- Personal Care: Care to help individuals meet personal needs such as bathing, dressing, and eating. Someone without professional training may provide this care. It may be provided in many different settings.

#### HOW MUCH DOES LONG-TERM CARE COST?

Long-Term care can be expensive. The cost depends on the amount and type of care you need and where you get it.

#### **Nursing Home Costs**

In 2001, the national average of nursing home care was about \$153 per day. This cost does not include items such as therapies and medications.

#### **Assisted Living Facility Costs**

In 2001, the national average was a fee of \$1,873 per month this

includes rent and most other fees.

#### **Home Care Costs**

In 2001, the national average cost of part-time basic home care ranged from \$12,000 to \$16,000 per year.

1200 W 3rd St Little Rock, AR 72201 1-800-224-6330

### IS LONG-TERM CARE INSURANCE RIGHT FOR YOU?

#### You should Not buy Long-Term Care Insurance if:

- You can 't afford the premiums.
- You have limited assets.
- Your only source of income is a Social Security benefit or Supplemental Security Income (SSI)
- You often have trouble paying for utilities, food, medicine, or other important needs.
- You are on Medicaid



Be sure you accurately complete your application

## You should CONSIDER buying Long-Term Care Insurance if:

- You have significant assets and income.
- You want to protect some of your assets and income.
- You can pay premiums, including possible premium increases, without financial difficulty.
- You want to stay independent of the support of others.
- You want to have the flexibility of choosing care in the setting you prefer or will be most comfortable in.

"Whether you are considering buying a tax-qualified or a non-tax-qualified policy, consult with your tax consultant or legal advisor regarding the tax consequences in your situation".

### FEDERALLY NON-TAX-QUALIFIED POLICIES

- You may or may not be able to deduct any part of your annual premiums.
- 2. Benefits that you receive may or may not count as income.
- 3. Policies can offer different combinations of benefit triggers.
- 4. "Medical necessity" and /or other measures of disability can be offered as benefit triggers.
- 5. Policies don't have to require that the disability be expected to last for at least 90 days.
- 6. Policies don't have to require "substantial supervision" to trigger benefits for cognitive impairments.

The following is a list of insurance companies that are licensed in the state of Arkansas to sell Long-Term Care Insurance policies. They have met the requirements set forth in Act 642 and Regulation 13. The Arkansas Insurance Department has made every attempt to list all of the companies exclusions and anv unintentional. This list does NOT constitute a recommendation by the Arkansas Insurance Department.



#### **Non-Tax Qualified Long-Term Companies**

#### **AIG Life Insurance Company**

Long Term Care Division P.O. Box 3001 Langhorne, PA 19047-9101 (800) 710-9876

#### Allianz Life Insurance Company

of North America 1750 Hennepin Ave. Minneapolis, MN 55403 (800) 328-5600

### American Family Life Assurance Company

1932 Wynnton Road Columbus, GA 31999-0001 (800) 992-3522

#### **Bankers Life and Casualty**

222 Merchandise Mart Plaza Chicago, IL 60654-2013 (800) 621-3724

### Bankers United Assurance Company

2705 Brown Trail, Suite 400 Bedford, TX 76021 (800) 322-1443

# Central States Health & Life Company of Omaha

P.O. Box 34350 Omaha, NE 68134 (800) 541-2363

#### **Continental Casualty Company**

LTC Team P.O. Box 305090 Nashville, TN 37230 (800) 262-2952

### **Continental General Insurance Company**

P.O. Box 29136 Mission, KS 66201 (800) 284-2898

### Continental General Insurance Company

8901 Indian Hill Drive P.O. Box 247007 Omaha, NE 68124 (402) 397-3200 or (800) 548-8905

#### Continental Life Insurance Company of Brentwood, Tennessee

Continental Life Center 101 Continental Place Brentwood, TN 37027 (800) 264-4000

#### **Equitable Life & Casualty**

Insurance Company 3 Triad Center, Suite 200 Salt lake City, UT 84180-1202 (800) 352-5170

### General Electric Capital Assurance Company

1650 Los Gamos Drive San Rafael, CA 94903 (800) 456-7766

### **Guarantee Trust Life Insurance Company**

1275 Milwaukee Avenue Glenview, IL 60025 847-699-0600

#### IDS Life Insurance Company

70100 AXP Financial Center Minneapolis, MN 55474 (612) 671-8584

### John Hancock Mutual Life Insurance Company

LTC Support Services, C8 P.O. Box 111 Boston, MA 02117 (800) 543-6415

#### **Kanawha Insurance Company**

P.O. Box 610 Lancaster, SC 29720 (800) 635-4252

### Life and Health Insurance Company of America

P.O. Box 93007 Hurst, TX 76053 (800) 325-5823

### Lincoln Benefit Life Insurance Company

2940 South 84<sup>th</sup> Street Omaha, NE 68510 (800) 525-4582

### Loyal American Life Insurance Company

P.O. Box 55904 Austin, TX 78755-9004 (800) 633-6752

#### Medico Life Insurance Company

1515 South 75<sup>th</sup> Street Omaha, NE 68124 (402) 391-6900 or (800) 228-6080

### Mutual of Omaha Insurance Company

Mutual of Omaha Plaza Omaha, NE 68175 (800) 775-6000

### Mutual of Omaha Insurance Company

Long Term Care Service Office PO Fox 5710 Hopkins, MN 55343-5710 (888) 302-8279

#### **Mutual Protective**

1515 South 75<sup>th</sup> Street Omaha, NE 68124 (800) 228-6080

### National State Insurance Company

1830 Craig Park Court, Suite 100 St. Louis, MO 63146 (800) 868-6788

### New York Life Insurance Company

6200 Bridge Point Parkway, Suite 400 Austin, TX 78730-5006 (800) 723-5555

#### **Non-Tax Qualified Long-Term Care Companies**

### Penn Treaty Network America Insurance Co.

3440 Lehigh Street P.O. Box 7066 Allentown, PA 18103 (800) 362-0700

#### **Physicians Mutual Insurance Company**

2600 Dodge Street Omaha, NE 68131 (402) 633-1000

#### **Pioneer Life Insurance Company**

11825 Pennsylvania Street Carmel, IN 46032 (800) 759-7007

### Prudential Insurance Company of America

P.O. Box 931 Horshman, PA 19044-0931 (800) 732-0416

#### **Pyramid Life Insurance Company**

P.O. Box 3509 Orlando, FL 32802 (407) 996-4519

#### **Southwestern Life Insurance Company**

33 North Garden Avenue #1100 Clearwater, FL 33755-6606 (800) 792-4368

### Standard Life and Accident Insurance Company

One Moody Plaza Galveston, TX 77550-7999 (888) 290-1085

### State Farm Mutual Automobile Insurance Co.

One State Farm Plaza Bloomington, IL 61710 (Contact your Local State Farm Agent)

#### **Teachers Insurance & Annuity**

Association
Of America
730 Third Avenue

New York, NY 10017 (212) 916-5317 or (800) 842-2733

#### The State Life Insurance Company

156 North Solma Road New Braunfels, TX 78132 (800) 524-3966

#### **United American Insurance Company**

P.O. Box 8080 McKinney, TX 75070 (972) 592-5085

### United of Omaha Life Insurance Company

Long Term Care Service Office PO Box 5710 Hopkins, MN 55343-5710 (888) 302-8279

### **United Teacher Associates Insurance Company**

5508 Parkcrest Drive P.O. Box 26580 Austin, TX 78755-0580 (800) 880-8824

### UNUM Life Insurance Company of America

2211 Congress Street Portland, ME 04122 (800) 331-1538

#### **Valley Forge Life Insurance Company**

(CNA Customer Service Inquiries) Long-Term Care Team P.O. Box 305090 Nashville, TN 37230 (800) 775-1541

#### **West Coast Life Insurance Company**

343 Sansome Street San Francisco, CA 94104 (800) 366-9378

"Take your time and compare outlines of coverage".

#### WHAT SERVICES ARE COVERED

It is important to understand what services your long-term care insurance policy covers and how it covers the many types of long-term care services you might need to use. Policies may cover the following:

- Nursing home care
- Home health care
- Respite care
- Hospice care
- Personal care in your home
- Services in assisted living facilities
- Services in adult day care centers
- Services in other community facilities

There are several way policies may cover home health care. Some long-term care insurance policies only pay for care in you home from licensed home health agencies. Some also will pay for care from licensed health care providers not from a licensed agency. You may find a policy that pays for homemaker or chore worker services. Generally, adding home care benefits to a policy also adds to the cost of the policy.



It is important to understand what services your long-term care policy covers.

#### FEDERALLY TAX-QUALIFIED POLICIES

- 1. Premiums can be included with other annual uncompensated medical expenses for deductions from your income in excess of 7.5% of adjusted gross income up to a maximum amount adjusted for inflation.
- 2. Benefits that you receive and use to pay for long-term care services generally will not be counted as income. For policies that pay benefits using the expense-incurred method, benefits that you receive in excess of the costs of long-term care services may be taxable. For policies that pay benefits using the indemnity or disability methods, all benefit payments up to the federally approved per diem (daily) rate are

- tax-free even if they exceed your expenses.
- 3. To trigger the benefits under your policy, the federal law requires you to be unable to do 2 "activities of daily living" without substantial assistance.
- 4. Medical necessity can not be used as a trigger for benefits.
- 5. Chronic illness or disability must be expected to last for at least 90 days.
- For cognitive impairment to be covered, a person must require "substantial supervision.

"Long-term care
insurance policies are not
standardized like
Medicare supplement
insurance. Companies
sell policies that combine
benefits and coverage in
different ways."

#### **Tax-Qualified Long-Term Care Companies**

#### AID Association for Lutherans

4321 North Ballard Road Appleton, WI 54919-0001 (920) 734-5721

#### AIG Life Insurance Company

Long Term Care Division P.O. Box 3001 Langhorne, PA 19047-9101 (800) 710-9876

#### Allianz Life insurance Company

of North America 1750 Hennepin Ave. Minneapolis, MN 55403 (800) 328-5600

#### American Family Life Assurance Company

1932 Wynnton Road Columbus, GA 31999-0001 (800) 992-3522

#### Arkansas Blue Cross And Blue Shield

**Customer Service** PO Box 2181 Little Rock, AR 72203 501-378-2166 (866) 245-7045

#### **Auto-Owners Life Insurance** Company

PO Box 30660 Lansing, MI 48909-8160 517-323-1200 Fax 517-323-8796

#### **Bankers Life and Casualty**

222 Merchandise Mart Plaza Chicago, IL 60654-2013 (800) 621-3724

#### **Bankers United Life Assurance** Company

2705 Brown Trail, Suite 400 Bedford, TX 76021 (800) 322-1443

#### **Berkshire Life Insurance** Company of America

Long Term Care Administrative Office P.O. Box 4243 Woodland Hills, CA 91365-4243 (888) 505-8743

#### **Central States Health & Life** Company

Of Omaha P.O. Box 34350 Omaha, NE 68134 (800) 541-2363

#### **Combined Insurance Company** of America

5050 Broadway Chicago, IL 60640 (800) 225-4500

#### **Conseco Senior Health Insurance Company**

11815 North Pennsylvania Street Carmel, IN 46082 (800) 441-3978

#### **Continental Casualty Company**

LTC Team P.O. Box 305090 Nashville, TN 37230 (800) 262-2952

#### **Continental General Insurance** Company

P.O. Box 29136 Mission, KS 66201 (800) 284-2898

#### **Continental General Insurance** Company

8901 Indian Hill Drive P.O. Box 247007 Omaha, NE 68124 (402) 397-3200 or (800) 548-8905 (800) 284-5568

#### **Continental Life Insurance** Company

of Brentwood, Tennessee

Continental Life Center 101 Continental Place Brentwood, TN 37027 (800) 264-4000

#### **CUNA Mutual Life Insurance** Company

ERC Long Term Care Solutions, 20 Security Drive, Suite 2 Avon, CT 06001-4272 (800) 677-7300

#### **Equitable Life & Casualty Insurance Company**

3 Triad Center, Suite 200 Salt Lake City, UT 84180-1202 (800) 352-5170

#### **Farmers New World Life Insurance Company**

3003 77<sup>th</sup> Avenue S.E. Mercer Island, WA 98040 (206) 236-7843

#### **Federal Home Life Insurance** Company

6277 Sea Harbor Drive Orlando, FL 32887 (800) 253-0856

#### **First Colony Life**

LTC Division/Consumer Services P.O. Box 2060 San Rafael, CA 94912-9958 (800) 456-7766

#### **Fortis Benefits Insurance** Company

Long Term Care Admin Office P.O. Box 2986 Milwaukee, WI 53201-2986 (800) 377-7311

#### **General Electric Capital Assurance Company**

Long Term Care Division 1650 Los Gamos Drive San Rafael, CA 94903

#### **Great American Life Insurance** Company

P.O. Box 5714 Hopkins, MN 55343-5714 (800) 921-9338

#### **Guarantee Trust Life Insurance** Company

1275 Milwaukee Avenue Glenview, IL 60025 847-699-0600

#### IDS Life Insurance Company

70100 AXP Financial Center Minneapolis, MN 55474 (612) 671-8584

#### **Tax-Qualified Long-Term Care Companies**

#### John Hancock Mutual Life

LTC Support Services, C8 P.O. Box 111 Boston, MA 02117 (800) 543-6415

### John Hancock Life Insurance Company

LTC Administrative Office 333 West Everett Street P.O. Box 2986 Milwaukee, WI 53203 (800) 377-7311

#### **Kanawha Insurance Company**

P.O. Box 610 Lancaster, SC 29721 (800) 635-4252

#### **Knights of Columbus**

One Columbus Plaza New Haven, CT 06510-3326 (800) 214-9825 (Members Only)

### Life Investors Insurance Company

P.O. Box 93007 Hurst, TX 76053 (800) 325-5823

### Life and Health Investors Company of America

2200 Walnut Street Philadelphia, PA 19103 (888) 883-9909

#### Lincoln Benefit Life Company

2940 South 84<sup>th</sup> Street Omaha, NE 68510 (800) 525-4582

### Loyal American Life Insurance Company

P.O. Box 55904 Austin, TX 78755-9004 (800) 633-6752

#### **Lutheran Brotherhood**

625 Fourth Avenue South Minneapolis, MN 55415 (800) 990-6290

### Massachusetts Mutual Life Insurance Company

Long Term Care Administrative Office 21600 Oxnard St., Suite 1500 P.O. Box 4243 Woodland Hills, CA 91365-4243 (888) 505-8952 Fax (818) 887-4595

### Massachusetts Mutual Life Insurance Company

Long Term Care National Sales Desk 140 Garden Street Hartford, CT 06154 (800) 234-2865

#### MedAmerica Insurance Company Physicians Mutual Insurance

165 Court Street Rochester, NY 14647 (800) 544-0327 Fax (585) 238-3642

### Metropolitan Life Insurance Company

P.O. Box 937 Westport, CT 06881-0937 (800) 308-0179

### Monumental Life Insurance Company

P.O. Box 95308 Hurst, TX 76053 (800) 845-3695

#### **Mutual of Omaha**

Mutual of Omaha Plaza Omaha, NE 68175 (800) 456-0225

### Mutual of Omaha Insurance Company

Long Term Care Service Office PO Fox 5710 Hopkins, MN 55343-5710 (888) 302-8279

#### **New York Life Insurance**

6200 Bridge Point Parkway, Suite 400 Austin, TX 78730-5006 (800) 723-5555

### Penn Treaty Network America Insurance Co.

3440 Lehigh Street P.O. Box 7066 Allentown, PA 18103 (800) 362-0700

### Peoples Benefit Life Insurance Company

P.O. Box 95301 Hurst, TX 76053-5301 (800) 698-7851

#### **PFL Life Insurance Company**

2705 Brown Trail, Suite 400 Bedford, TX 76021 (800) 338-0257

### Physicians Mutual Insurance Company

2600 Dodge Street Omaha, NE 68172 (800) 720-2891

#### **Pioneer Life Insurance Company**

11825 Pennsylvania Street Carmel, IN 46032 (800) 759-7007

### Provident Life & Accident Company of America

1 Fountain Square Chattanooga, TN 37402 (615) 775-1373

#### **Pyramid Life Insurance Company**

P.O. Box 3509 Orlando, FL 32802 (407) 996-4519

### Southern Farm Bureau Life Insurance Company

P.O. Box 78 Jackson, MS 39205 (601) 981-7422

### Southern Life Insurance Company

33 North Garden Avenue #1100 Clearwater, FL 33755-6606 (800) 792-4368

#### **Tax-Qualified Long-Term Care Companies**

#### State Farm Mutual Automobile Insurance Company UNUM Life Insurance Company of America

One State Farm Plaza Bloomington, IL 61710 309-766-2311

#### The State Life Insurance Company

156 North Solma Road New Braunfels, TX 78132 (800) 524-3966

#### The State Life Insurance Company

Long Term Care Administrative Office P.O. Box 4243 Woodland Hills, CA 91365-4243 (888) 503-8110 Fax (818) 887-4595

#### **TIAA-CREF Life Insurance Company**

730 Third Avenue New York, NY 10017-3206 (800) 223-1200

#### **TransAmerica Accidental Life Insurance Company**

2705 Brown Trail Bedford, TX 76021 (800) 227-3740

#### **United American Insurance Company**

P.O. Box 8080 McKinney, TX 75070 (972) 529-5085

#### **United National Life Insurance Company**

P.O. Box 7901 Mt. Prospect, IL 60056-9975 (800) 207-8050

#### **United of Omaha Life Insurance Company**

Long Term Care Service Office PO Box 5710 Hopkins, MN 55343-5710 (888) 302-8279

#### **United Teacher Associates Insurance Company**

5508 Parkcrest Drive P.O. Box 26580 Austin, TX 78755-0580 (800) 880-8824

2211 Congress Street Portland, ME 04122 (800) 331-1538

#### Valley Forge Life Insurance Company

(CNA Customer Service Inquiries) Long-Term Care Team P.O. Box 305090 Nashville, TN 37230 (800) 775-1541

#### **West Coast Life Insurance Company**

343 Sansome Street San Francisco, CA 94104 (800) 366-9378 **Western Reserve Life Assurance Company** P.O. Box 93000 Hurst, TX 76053 (800) 845-3695

The previous is a list of insurance companies that are licensed in the state of Arkansas to sell Long-Term Care Insurance policies. They have met the requirements set forth in Act 642 and Regulation 13. The Arkansas Insurance Department has made every attempt to list all of the companies and any exclusions are unintentional. This list does NOT constitute a recommendation by the Arkansas Insurance Department.



#### How Do Policies Work?

Long-term care insurance policies are not standardized like Medicare supplement plans. Instead, companies sell policies that combine a variety of benefits and coverage in different ways.

Every policy is different. Longterm care insurance was "invented" about 30 years ago. Companies are still experimenting, looking for the best way to design their plans. Policies may also be complicated. Since there are so few standards for these new policies, every company must be careful to define its terms, benefits, and exclusions in the policy. Companies must deliver to a prospective buyer an "Outline of Coverage" which helps explain these terms.

#### How are Benefits Paid?

Insurance companies usually pay benefits in one of two ways: the expense-incurred method or the indemnity method.

- company pays either you or the provider for the actual expense up to the daily limits in your policy. The company will pay benefits to you only for services covered in your policy. The company will pay benefits to you only for services covered in your policy. The company will pay benefits to you only for services covered in your policy. Most policies bought today pay benefits using this method.
- Indemnity Method: The benefit is a set dollar amount. Once the company decides that you are eligible for benefits, will pay benefits directly to you, not the provider. The policy spells out the amount the company will pay.

#### What Do Policies Cost?

A long-term care insurance policy can be expensive. You will need to be sure you can pay the premium for it and still afford your other health insurance coverage. It is not unusual for a couple aged 65 to spend around \$7,500 a year for all of their health insurance coverage. The annual premium for a long-term care policy with good inflation protection can run about \$2,000 for someone age 65.

Premiums will be lower for those who are younger and more for those who are older. Inflation protection can add 25 to 100 percent to the premium depending on your age at purchase. Non-forfeiture benefits can also add significantly to the cost of your

policy. Consider how much income you have and how much you can afford to spend on a long-term care policy now. If you do not expect your income to increase, it may not be wise to purchase a policy now with a premium that is at the upper limit of what you think you can afford.



### HOW WOULD YOU PAY FOR LONG-TERM CARE SERVICES?

Long-term care services are usually paid for by one or more of the following method:

#### Individual Out-of-pocket:

Individuals and their families pay less than one-third of all nursing home costs out of their own funds. Generally, the money is obtained from savings, investments or by selling their assets, such as land or their home, to help pay for long-

term care.



How will you pay for your long-term care?

#### Medicaid:

Medicaid pays for more than half of all nursing home care. Medicaid may also pay for some home and community-based services. qualify, you must meet federal poverty guidelines for income and You may have to "spend assets. down" or use up most of your assets before Medicaid is able to help. Many people begin paying for nursing home care out of their own funds and then spend down their financial resources until they are eligible for Medicaid. Medicaid will then pay part or all of their nursing home expenses.

#### Medicare Supplements:

Medicare supplement plans help fill the gaps in Medicare's coverage. These plans do not cover long-term care expenses. However, some Medicare supplements plans (D, G, I and J) pay up to \$1600 per year for people recovering at home from an illness, injury, or surgery. The benefit will pay for short-term, athome help with activities of daily living.

#### Long-Term Care Insurance:

Long-term care insurance is designed to help pay for an individual's long-term care expenses. Depending on the plan you choose, it may pay part or all of your care.

#### Note:

#### Activities of Daily Living (ADLs)

Everyday functions and activities individuals usually do without help. ADL functions include bathing, continence, dressing, eating, toileting, and transferring. Many policies use the inability to do a certain number of ADLs (such as 2 of 6) to decide when to pay benefits.



"Think about having the premium automatically taken out of your bank account."

# WHAT HAPPENS WHEN LONG-TERM CARE COSTS RISE (INFLATION PROTECTION)?

Inflation protection can be one of the most important additions you can make to a long-term care policy. However, some people hesitate to purchase inflation protection since it adds significantly to the cost of the policy. Unless your policy provides for a way to increase your daily benefit, years from now you may find yourself owning a policy whose benefit has not kept pace with the



increasing costs of nursing home services. A nursing home that costs \$100 today will cost \$265 in

20 years, assuming an inflation rate of 5% a year. Obviously, the younger you are when you buy coverage, the more important it is for you to add inflation protection to your policy. You can usually buy inflation protection in two ways. The first regularly increases your benefits each year. The second lets you choose to increase your benefits

regularly, such as every three years, at the price the company is currently charging. Be sure you understand the implications of accepting or rejecting an opportunity to increase the inflation protection benefits of your policy. There are also two types of increases made available, *simple* and *compound*. Under both, benefits are increased by a fixed percentage, such as 5%, but over time, these differ based on how the interest is calculated.

• **Simple:** The dollar amount of the increase added to the benefit is the same every year.

Example: On a \$100.00 per day policy that increases by 5% simple interest will provide \$200.00 per day in 20 years.

 Compounded: The benefits increase by increasing dollar amount from one year to the next.

Example: On a \$100.00 per day policy that increases at 5%, compounded interest will provide \$265.00 per day in 20 years.

"Take your time
and compare
outlines of
coverage."



### Long-Term Care Insurance Shopping Tips

#### DO:

- Do your homework. Get a
   realistic idea of what you need
   and how much you can afford to
   pay.
- Shop around. There are many long-term care policies with big difference in prices and benefits.
- Read the outline of coverage VERY CAREFULLY.
- Ask questions about everything you do not understand.
- Ask your lawyer, a friend or a relative to review the policy to see what you may have missed.
- Ask a trusted friend to join you when an agent visits your home.

#### DON'T

- Don't buy on the first sales visit.
- Don't sign a blank application.
- Don't pay in cash
- Don't write checks payable to the producer (agent). Always make checks payable to the insurance company.
- Don't buy unless you are sure you understand exactly what you are getting.
- Don't buy unless you are sure you can afford to make the payments every year. Keep in mind that premiums may increase in future years.



Seniors Health
Insurance Information
Program is a division
of the Arkansas
Insurance
Department

1200 W 3rd St Little Rock AR 72201 1-800-224-6330

#### A MESSAGE FROM THE COMMISSIONER

As your Insurance Commissioner, it is very important to me that those in need of long-term care insurance understand what is available to them, and that they make the choices that best fit their needs.

Purchasing long-term care coverage can be overwhelming. However, I encourage you to take the time you need to understand what is covered in the policy you are considering and support your decision with a trusted and knowledgeable individual.

While those at the Arkansas Insurance Department cannot advise you on which company to use, we can help you in understanding the terms of your policy. I invite you to call the Arkansas Seniors Health Insurance Information Program (SHIIP) at 1-800-224-6330. The call is free and we would appreciate the opportunity to assist you.



Julie Benafield Bowman Commissioner, Arkansas Insurance Department



LOCAL HELP FOR PEOPLE WITH MEDICARE